

## **Complaint about childcare provision**

EY402500/C282439

**Date:** 21/05/2016

### **Summary of complaint**

We received information about the provider on 21 April 2016 that raised concerns that the provider was failing to meet the safeguarding and welfare requirements of the Statutory framework for the Early Years Foundation Stage (EYFS). The concerns relate to 'Child protection.'

Ofsted does not investigate to prove or disprove a complaint but looks into the information received to see if the provider is meeting all applicable legal requirements.

We visited the nursery on 17 May 2016 and found that there was a breach relating to the concern. In addition, we found that the provider did not meet the requirements for 'Information and records'.

As a result of this failure to meet the EYFS, we sent the provider a Notice to improve which requires them to:

Ensure that you implement procedures in line with the relevant local safeguarding children's board requirements to enable you to make to referrals about safeguarding concerns without delay.

Maintain and organise information and records in a way to ensure the needs of children are met.

The provider remains registered with Ofsted.

### **Publication of complaints**

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)